

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer I don't purchase bowling equipment.

Bowl Least Prefer See above. Who writes these surveys? No wonder p

Child Care Prog

ACS Concerns

Overall Comment

The hockey opportunities at Tate rink are outstanding. I think every Army post should have an ice hockey rink.

The Victor Constant ski slope is probably the best MWR facility I have ever had the opportunity to use.

There is no car wash on West Point. Why did you ask questions about it? Don't you know what you're asking about? There should be one but, for a number of lame reasons, there isn't.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

ACS is run by people whose political agenda do not support soldiers.

Overall Comment

WEST POINT NEEDS A CARWASH!

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	None
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Bowl Least Prefer	None
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

I do not buy

Child Care Prog

ACS Concerns

Overall Comment

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer Discount stores

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

While some of the employees at the fitness center are very good, others are merely drawing a paycheck. One employee talks on his cell phone constantly and doesn't like to be bothered with customer service. Many times he walks outside (so he can get better reception???) and I have walked in without having to show my ID. It is nice to have televisions on and muted to watch while working out, but sometimes employees will turn them off while they are being watched. I don't know what kind of supervision or training these employees get, but apparently it is little, if any.

It is a shame that they built a driving range at the golf course but it is so expensive that people on post drive 20-40 minutes to off post ranges that are more reasonably priced. I understand that there are many people for whom money is no object who come to West Point to play, and they don't mind shelling out a few extra dollars to warm up on the range. How about some consideration for West Point residents? Having a seasonal or monthly range pass available would be a way to benefit those who are supposed to benefit from the facility. It would also increase traffic at the pro shop and snack bar. While it might cause some of the hired help to clean the range more often, they don't seem to be overworked.

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	Command channel
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment	
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installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

There are MWR facilities on this post but very little is offered to dependents. Cadets have a huge, state-of-the-art gym; dependents have a 1000 square foot room. Cadets have a great library; dependents have a small library with limited resources. The bowling alley is open while cadets are on post and closed for the summer. There are plenty of sporting events - for cadets. I understand this post is to support the cadets however what about support for those supporting cadets? Where is a movie theater? Where can I rent movies without driving 30 minutes (please don't say the gas station - those 30 movies are several years old). Coming from a real post to this one is down right depressing. There is nothing for dependents to do other than look at the cadets doing things!!!!

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

My wife is a FCC Provider

ACS Concerns

Overall Comment

I Think that here at West Point the Active duty Soldier suffers to an extent. Everything on this post revolves around the Cadets. This is fine because they are why we are here. But the powers that be take for granted the Active Duty Soldier. There are many different types of activities that we are withheld from. It is a good thing for me that I enjoy the outdoors because if I did not than I would go crazy here. It does help that I was born and raised in New Windsor and my folks still live there. But for the average Soldier that is away from home and doesn't participate in outdoor activities this place has to be a drag.

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

We need an INDOOR REC CENTER so kids can play inside during the winter.

Also, the gym should be open on weekends!!!

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I use the golf course often, but it's rate structure is not family friendly. The course should offer an annual FAMILY rate for the sponsor and his/her immediate family members instead of the current policy, which requires the sponsor to pay an annual fee and then a charge of \$295 PER FAMILY MEMBER. \$295 is too much to charge for a child who is learning the game and wants to play often with her sponsor. The \$295 charge should pay for all additional members of the immediate family, or it could pay for one guest at a time (spouse can play with the sponsor one day, child the next day_.

Instead of the "per person" rate, make available a family membership for \$800 or so per year.

We need an outdoor pool.

The West Point Club lounge should be off limits to cadets, particularly second classmen. I feel absolutely no affinity for the West Point Club; it's really the Second Class Cadet Club. on Thursday, Friday, or Saturday night.

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

You program offers a wide variety of interests but we do not use them due to our distance from the post. Once we are in our home area we tend to stay and support our town. My husband does enjoy the outdoor activities, especially Round and Bull Pound.

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

The poor dinning options on and off post (within 15 miles) often have my wife and I traveling to the city or across the river to enjoy quality food and activities. The summer concert series and IKE Hall shows help to add culture to the Academy and are quite enjoyable. Highland Falls does little to enhance the West Point experience with its lack of fine dinning establishments and its pub and tourist shop atmosphere. More lodging facilities similar to the Holiday Inn Express and chain restaurants like those in Central Valley would be a nice start.

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

Would like to see the wood shop re-opened.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We need a pool...

We need a pool...

We need a pool...

Did I mention that we need a pool...

there is no outdoor pool available. Delafield pond is a joke. Carlisle Barracks has a wonderful pool. We need to put one behind the MWR gym (old PX) just like Carlisles Barracks'.

We need a pool...this is a serious quality of life issue.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I was IMMENSELY disappointed when the woodshop was closed. Now there is no where to go! Please do something to provide this service again! Is there anywhere else to go? Help!

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

Would like to see better access to firearms ranges for recreational use.

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Overall I am pleased with the work of MWR at West Point. Thank you for all the hard work. Specifically at Round Pond, the PX and at Tate Rink. Well done. There are areas to improve on, specifically at the CDC and at the WP Club. Unchecked, poor customer service by the administrative staff at these two locations is unacceptable and has been for nearly three years. Note: Pls do your survey's every three years as required (this one is one year overdue).

We, like many others on post, are completely unhappy and disappointed with the management of the WP Club and the manner in which we are treated by the upper/middle management staff. This group of employess appear to have a false sense of power over the club system. They are why I always discourage outside customers from bringing their business to the club; and why I discourage on-post customers from becoming members of the club. They are why my department (and most other academic departments) routinely avoid using the Club for promotions, parties and other social gatherings. We will continue this practice until changes in personnel are made. They are without a doubt the most difficult people to work with on post.

They have cost USMA tens of thousands of dollars in profit due to their lack of customer service and interpersonal communication skills. It is difficult to understand why such a group of government employees are permitted to act poorly towards their customer base while turning off many outside hosting opportunities (weddings/receptions) merely by their poor/rude attitudes, tone and incompetence. Quite a dissappointment. We love Round Pond, Bull Pond, Tate, Golf Course, Golf Course Food and others. The two areas above however deserve your attention. You have mine and I may be able to affect it in the future.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Kids (e.g., Wiggles)

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Brazilian

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The management and customer service at the West Point Club is horrendous. Most personnel that deal with customer service at that facility are rude. Also, this has not been an experience only I have had. Many officers within my Department feel the exact same way. If there were other choices, then the WPC would go bust.

Could WP get a few RVs that they could rent to families to take camping?

Could WP purchase and emplace a few more "bigger" log cabins so families with several children could use them?

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

MWR activity I would most like to see is a water park type set up. More along the lines of a swimbad in Germany. Pool for swimming (indoor/outdoor would be ideal) and numerous water slides for children.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Since I reside off-post I really don't need to access on post MWR services. When a post is located in an area where such services and opportunities are readily available, it doesn't really doesn't wise from the fiscal sense to have so many services available on post. We should encourage post residents to use already existing services and engage, embrace the local region as their temporary home.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

A real movie theater building like every other Army installation has and provides.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I feel that directing more events and facilities to active duty enlisted soldiers would benift all here and raise moral a ton. Right now I feel moral is low because everything is directed to cadets and us enlisted are what make this place run smothly, we get worked to death with everything that goes on here and get no reward for it at all.

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music drum and bass

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Blues

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer I have never bought bowling equipment.

Bowl Least Prefer I have never bought bowling equipment.

Child Care Prog

ACS Concerns

Overall Comment

My biggest disappointment with this post is that there is no "Rod & Gun Club", no access to ranges here for trap and skeet, or pistol, or anything. The ranges are opened about once a year for 'zeroing' weapons for hunting, but there is no place to shoot skeet, etc. The hunting is great, but NY laws are so restrictive about handguns, that the average soldier cannot just go out to a range and shoot. One must have a carry permit in NY, just to go to a range.
Thanks

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The West Point Club Needs top be improved!

It seems mismanaged and the service is terrible.

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The West Point Club is overpriced, and the policy against using outside catering and having to pay to slice outside catered cakes is absurd. The high interest rate on the club member's credit card is tantamount to robbery. The hours for the Coffee Shop by the MWR fitness center don't seem to coincide with the needs of anyone I know.

Ask any instructor what the single greatest morale problem at USMA is, and I'm sure they will answer: the problem with parking. Is MWR trying to do anything about parking? There are two single level parking areas behind the cadet area that should both be built up as parking garages. The leadership has already made it clear that they don't care enough about this issue enough to handle it with capital installation funds. Why not dedicate some MWR money to this effort? The parking could be used for sportiung events on weekends.

I genuinely enjoy the indoor pool but wish that the hours were more flexible for lap swimming. The picnic facilities at Camp Buckner are great.

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	I only rent equipment
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Bowl Least Prefer	I only rent equipment
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

The rule about sponsors having to stay at Round Pond whenever guests camp there is useless. Sponsors should be held responsible for the conduct of their guests but requiring the sponsor to stay on site goes too far. Round Pond campground is a great recreation facility that would get a lot more use and business if this rule were done away with. My in-laws have a huge RV they visit us in twice a year. They are forced to stay 20 miles away in Florida, NY because I cannot take two weeks out of my life to stay with them at Round Pond. I'm sure that this rule was created because of an incident or incidents that happened in the past, but it really does need some review. Require all guests to have a sponsor who signs them in and is responsible for their conduct, but don't make the sponsor stay on site. Give me a break!

Also, the Child Development Center has some issues that need addressing. First, to actually get an hourly care slot, a parent has to wait in line each morning 30 days prior to the time you want, hoping to get a slot. So, if I want my daughter in hourly care 6 times in a month, my wife has to be there at 9 in the morning to wait in line 6 times just to get that care that we need. Also, the CDC just went to a summer schedule (reduced hours and staffing) in April. Their excuse was "well, everyone is getting ready to leave/PCS". Well, none of that has happened yet, and its certainly not summer. The school year doesn't end until late May-- summer scheduling should go into effect no earlier than June 1. Next, there is great demand for morning care at the CDC, yet they refuse to hire anyone new to handle that demand (we have asked them about this). Finally, the CDC does not follow its own rules about the number of children each caregiver can have at any one time. I may not have the exact numbers right, but I believe each caregiver can have 4 children if one or more is under 12 months but can care for 5 if all are over 12 months. Yet they only allow 4 per caregiver, which again limits the amount of children that they allow. Someone needs to closely evaluate the demand for hourly care vs. the staffing they actually have and the way that they run things. A lot of things are broken at the CDC and need to be fixed.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

There's not a lot to do at West Point. Anything that could be done to make this place a better post for soldiers would be greatly appreciated.

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Since the Arvin gym will have three pools once completed, it would be nice if one of the three could be open for leisure swimming on a daily basis. It would also be very nice to reduce the rate for the use of delafiled pond since most installations with an out door pool charge less than half for a regular pool. This is a pond, stop charging so much for the use of a pond. The military families would be shocked and amazaed if they could get an outdoor pool for the summer months in order to increase the chances of developing a healthy lifestyle for their kids. The ski slopes are a great winter activity, and the youth services providing sports are great, but everyone does not ski or play sports. Swimming is just as important for youths when developing a healthy lifestyle as the others and would be an excellent benefit for family members looking for something to do in the summer months, besides swimming in a stagnet pond that is over priced, or bowling which is also over priced. Please take a hard look at this particular area because the benefits would be great and the use by family members would probably amaze you. If it was approved, another great feature would be an area for toddlers to enjoy as well and not just one single pool that is to deep to accomplish that. The field by the Post Exchange could accomodate and area suitable for the pool and the parking lot is already established and adequate enough to house the additional cars for the use of the pool and more than likely increase the use of the PX/Commissarry at the same time. Thank you for taking the time to read this note and please put some thought and consideration to the many families on this post that could use the facility in great numbers.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Since the MWR gym is the only gym available to Active Duty Military stationed at West Point- It would be great if it could have extended hours 2-3 nights each week and be open on Sundays.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Please bring back an outdoor pool!

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

- 1 You kept mentioning the Club--I don't consider it an MWR activity. It serves leftover pizza from lunch as cocktail hour food--and charges for it. The catering is overpriced and of generally low quality--IF you get past the surly people who manage it. The primary business focus is on mandatory military events and wedding receptions. Not sure why it's even called a Club, it's existence is archaic and does nothing for us as a community.
- 2 At West Point, many one-time MWR related activities, whether that be Skeet and Trap, access to ranges for personal weapons shooting, skydiving, and other activities have been taken over by cadet clubs. None of those activities are available to soldiers on post anymore. Need to look at whether assets have been diverted from MWR use to cadet use. Also, the Director of Cadet Activities and MWR functions need better coordination. They compete with each other, and in the end the installation suffers.
- 3 MWR needs to offer discounts to simple pleasures we have off post, like restaurants and movies (no theater on post, and restaurants are very expensive here).

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

not offered after work

Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

MWR services does not do a good job of getting information out to people who live off post. We're pretty much ignored.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

I don't bowl enough to own my own equipment.

Bowl Least Prefer

same as previous answer

Child Care Prog

ACS Concerns

Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

There needs to be more access/use of the sporting facilities on post. The use of the facilities should be maximized .

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I personally feel that the ITR trips are too expensive in comparison to riding the train in and using the subway system once in NYC.

I believe the library is under-funded and poorly maintained. The librarians do terrific work with what little they have. I still see books on the shelves that I checked out 19 years ago that are very outdated, no doubt due to the lack of money they are allotted to purchase new and updated editions.

There is a lack of teenage activities that interest them. It appears that on summer evenings, there is nothing offered for them to entice them to not hang out outside of their own neighborhood.

The Fitness Center is very good. I'd like to see it enlarged. I wish there were more affordable classes for junior NCO's - maybe even free for certain ranks. Also, classes to encourage youth to exercise and eat better (parents involved here too) might be beneficial.

I used to golf a lot until I was promoted to SFC. Once that happened, greens fees became too expensive. I don't understand why a SFC and above enlisted person has to pay the same price as a LTC to golf.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I feel that MWR sponsored activities are pivotal to a family's morale. Given the many children here at West point, it is easy to understand the need for an outdoor pool! This is the biggest complaint I hear from all family members.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I'd like to see an outdoor or indoor swimming pool for family members. There is a pond, but my family prefers an actual pool.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Have not bought equipment

Golf Least Prefer

Have not bought equipment

Bowl Most Prefer

Have not bought equipment

Bowl Least Prefer

Have not bought equipment

Child Care Prog

ACS Concerns

Overall Comment

5K/10K races are very expensive on post (\$20). In Germany, MWR sponsored races were free or less than \$10. Local races of the same distance are the same price or cheaper.

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

This survey is too long. I was eager to participate; however, when I got to the 56% complete mark, I started putting any answer just to get finished. I have other work to do instead of completing a survey for 25 minutes.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We need our own Car Wash where I can wash my car myself on post. I don't like to pay someone else to wash my car and charge an arm and a leg. Since I have been here, I have washed my car at my house once a week. I plan to by my own sprayer since It doesn't seem we are getting a Car Wash on post.

installationId	55	United States Military Academy (West Point)
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Patron Group	Active Duty
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	NA
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Bowl Least Prefer	NA
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

West Point desperately needs a car wash!!!

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see an area reserved as an outdoor quarter mile running track that is specifically for faculty use only. I have, when trying to improve myself for my PT Test, been unable to use the outdoor track by North Dock because of events scheduled at it by either the cadets or special events. And the MWR Gym services was overcrowded so I was unable to work out at the "old PX".

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The West Point community seriously lacks for an outdoor swimming pool. Delafield Pond simply does not cut it; I don't care who tries to rationalize that it does. I sincerley hope this can make its way onto West Point in the near future. Other than that, I think MWR does a fantastic job at USMA.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

A true golf store

Golf Least Prefer

Bowl Most Prefer

a true professions bowling center with a certified professional

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

This isn't a very well written survey. Many of the questions don't apply to the subject. For example the athletic fields questions should not be the standard ones used for other sections, but ask specifically how are the fields, restroom facilities, etc. Also, if someone gives a negative answer, you should know exactly what they are talking about. For example, if I said that the CDC facilities are not adequate, I should be given the opportunity to elaborate on that. This section is the only place that asks for my feedback (albeit only to ask for suggestions for more activities) and I honestly can't remmber all of the things that I would have wanted to say in the previous sections.

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The inability to purchase and consume snacks and beverages at the post theater in Mahan Hall is a major shortcoming of the facility and keeps my wife and I from attending movies on post.

The West Point club's Sunday Brunch is far overpriced, especially when compared to the the quality and price of Sunday brunches at locations such as Hale Koa Hotel and Hickam AFB Officer's Club in Hawaii, and even the Officer's Club at Fort Leonard Wood.

installationId

55

United States Military Academy (West Point)

Patron Group

Active Duty

Hear About MWR

Music

none

Golf Most Prefer

Sports Store

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I have always found MWR services to be weak at best. Either the facilities were over crowded, under staffed, ill equiped, or just not there. You asked about swimming pools. Here at West Point it is almost impossible to get to use one unless you are a cadet so, in reality there is not one here for family use.

The wood shop has been removed to make room for automotive. I agree automotive needed to be bigger, but why rob Peter to pay Paul.

The only facility I use on a regular bases is the frame shop. If more than 3 people are trying to work it is over crowded.

I know the kids use the bowling ally a lot. That is probably the best attraction on Post. The food is also good there.

Speaking of food. Why does the Burger King on post charge more than what I pay off post?

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId 55 United States Military Academy (West Point)

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

1. The lack of an outdoor pool is a huge drawback.
2. Availability of use of the indoor pool is terrible. Swim lessons during the winter would be great.
3. An authorized place on post to ride dirt bikes or ATVs would be GREATLY appreciated.
4. Tate Rink should offer "stick time" to kids and adults. This is when you can shoot a puck if wearing full gear vice just skating in circles during free ice.
5. Offer adult ice hockey lessons so that parents with kids in hockey can participate more in their child's sporting event. In Canada beginner/intermediate hockey was offered once or twice a week to staff and faculty working on the fundamentals.
6. Freeze over the roller hockey rinks in the winter to provide families an outdoor skating area. Stewart Army Sub Post used to provide an outdoor hockey venue during the winter. What about skating on lakes that are verified by safety?
7. Renting a speed boat to go out on the river would be similar to what the Air Force provides at bases in the vicinity of water. Pensacola.
8. Jet ski rentals on the lakes would be nice.

Thank you.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The greens at the West Point Golf Course are horrible. Greens at civilian golf courses in the area with the same weather conditions are well maintained.

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
-------------------------	--

Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

This Post needs an outdoor pool in the summer and indoor facilities available for family members year round. The Post needs a community center or other building where groups can meet for social or educational purposes without the constraints of the Chapels and mandatory catering. There is very little available for teens and older children on this Post.

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	Club professional at another club
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Golf Least Prefer	
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Bowl Most Prefer	
-------------------------	--

Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I am very interested in photography - mostly digital. I was not aware of courses or lectures on that area - I'll have to pay more attention to that.

The same goes for stained glass and framing.

As a civilian, I am shut out of using the PX and Commissary (although my Mother may use those, as my Father is Retired) - so I find that particularly inconvenient.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Would like to see raquet ball facilities and outdoor pool. Forced catering at facilities appears to be priced high in comparision. Interesting that you grouped civilian employees with contractors.

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	Don't use any of the above
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Bowl Least Prefer	Don't use any of the above
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
--------------------------	--

Bowl Most Prefer	
-------------------------	--

Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

Mini-Golf

installationId

55

United States Military Academy (West Point)

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

MWR doing great things for the community!

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	blues
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I only rent the shoes and use the balls at the alley.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Auto Skills failed to charge me for a part I had gotten, and when I told them they had undercharged me, they just took the money -- never said thanks. Shouldn't let this color my impression of MWR, but I keep thinking about it when I think of MWR customer service.

Would really like the water park they've been talking about for years.

All-in-all, they do a pretty great job.

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	Don't buy bowling equipment
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Bowl Least Prefer	Don't buy bowling equipment
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Most MWR services are not open at the end of my duty day at 07:00 hours. The club is not open during my two day break. MWR services do not readily support non-traditional work schedules and seem of little benefit.

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	I have not used or need these services at this time.
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Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

My biggest beef is as a civilian professor, my wife/family cannot use the MWR facilities - unlike virtually any other university/college in the country.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

MWR does a great job with all of their activities. They are all customer friendly and well kept up. MWR facilities and activities are the best in the area.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

baby and me activities

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	I do not buy bowling equipment
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Bowl Least Prefer	I do not buy bowling equipment
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Child Care Prog	
------------------------	--

ACS Concerns	
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Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Since I do not use MWR, I am not a good source of information and maybe should not be taking this survey.

installationId 55 United States Military Academy (West Point)

Patron Group Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We moved here in 1997. We found the area beautiful, but West Point very "family unfriendly". I felt the attitude was "if it doesn't revolve around the cadets, forget about it". Housing should do away with the lottery and issue housing the way other installations do; it's fairer. The PX could be closed all together ~ WalMart is cheaper and has a better selection. The commissary is good, but they need to stop raising prices at paytime. The youth center did not offer much for activities. Their resource center (which was added after we moved here) was an excellent idea. The school, which we had heard nothing but praises about, was inadequate. The curriculum was behind where we had moved from; there was no science in the 3rd grade. The teachers, however, were very "hands-on and proactive". I was ecstatic when Dr. Zenhyu retired. He was rude and patronizing to parents and students, and never admitted he was wrong.

I would like to see a real "theater" built on post. Mahan Hall is a poor excuse because of the "no snacks" rule. Keep the gas station. I think having the Commissary, PX, and shoppette in one central area is a good idea. However, I would like to see the shoppette inventory not be 70% alcohol. I thought the Army was trying to discourage drinking.

installationId

55

United States Military Academy (West Point)

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Limited lifts at the present Auto Craft Shop. The old Stewart Army Subpost facility was much more convenient and larger.

installationId

55

United States Military Academy (West Point)

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

off post services are closer to my home.

Overall Comment

The "greens" at the golf club are brown and dead. Looks and smells bad too.

installationId 55 United States Military Academy (West Point)

Patron Group Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Although the Army and especially ACS seem to take strides to include civilians in the Army family, we are not truly a part of it. Our benefits and rules are different therefore "the grass is greener" comes into play. Civilians must put in for leave and military are given passes and training holidays. Civilians forget that the military do not accumulate overtime or compensatory time; military forget the civilians are not "given" days off (passes, training holidays).

Many military personnel do not consider civilians as dedicated as they are and subsequently treat civilians as second class citizens. All of this adds to the separation, the gap between civilians and military. So, that said, many civilians are not inclined to spend their leisure time where the military personnel are (no matter how much you like your job, there is a reason they call it work).

Many military will not acknowledge civilian personnel. Here are some examples: (1) A group of people are talking in a hallway. It is a mix of military and civilians. Another military person enters the area and addresses each of the military personnel but does not acknowledge the civilian. (2) An office area is shared by military and civilian personnel. A new military person joins the group. A military person already with the group introduces the new military person to (only) the military office personnel (even though the civilian(s) are present. (3) Most military personnel want civilians to call them by their rank (1SG SoNso or Major Whtzhisnam); however, they freely address civilians by their first name, usually without asking for that privilege.

Why do I ramble on about these issues? Because they add to a discomfort level that promotes a we-they attitude and keeps a lot of ACS stuff for military while the civilians go out for similiar services on the private economy.

Thanks for asking and have a great Army day!

installationId

55

United States Military Academy (West Point)

Patron Group

Civilian

Hear About MWR

Music

Broadway Shows and Concerts at Ike Hall Theatre are GREAT!

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Eisenhower Hall Theatre offers terrific shows and concerts. Could MWR open a MUSIC CENTER? and a THEATER CENTER for community productions?

installationId	55	United States Military Academy (West Point)
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Patron Group	Civilian
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

MWR programs positively impact the quality of life for army families and dept of army personnel. They aid in retention of soldiers and families. The focus on childcare and youth programs far surpasses that of civilian communities.

installationId

55

United States Military Academy (West Point)

Patron Group

Civilian

Hear About MWR

when I was hired.

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

This last year has been bad for me due to poor back surgery, here at west point I wish the food at the club had more of a selection and once my back is in better shape i will use most of what the recreation facilities have to offer.

installationId	55	United States Military Academy (West Point)
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Patron Group	Retired
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I think it is annoying to have to chaeck in every time when you buy a season Ski Pass.

I think it is annoying to have to pay additional money when you get a season passs for golf.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I am hesitant to sign-up or attend any events due to my handicapping condition. I am not always in a wheelchair but it is very hard for me to walk even a short distance on West Point's terrain. Eisenhower Hall events are often entertaining for me but just getting a seat to accomodate my prosthesis is hard and parking is very difficult even in handicap. Winter events are impossible to attend due to the ice and snow. My family does attend concerts but I have to stay home. Perhaps a special handicap transfer vehicle from a distant parking lot would help. You could require a handicap auto permit to be eligible for the service that would transfer the limited person and his car occupants. Only a suggestion but it must be publicized somewhere. The commissary and PX are the best place for me since I use them twice a month at least. I cannot use most of the recreational facilities.

installationId 55 United States Military Academy (West Point)

Patron Group Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Compared to other Army Posts, USMA Arts and Crafts center is far below par in appearance, and parking. Other Posts I have visited in the past have appealing facilities, while USMA seems to have deemed MWR Crafts to be the "orphan child," and not worthy of improved facilities. Too bad, the "gem" of the Army education system sends folks to new locations with memories of great people working in substandard facilities.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Bluegrass

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Bowling AlleyPro Shop

installationId 55 United States Military Academy (West Point)

Patron Group Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I'm not sure that my opinions should matter... I haven't been on post since 9-11 when the increased security made entering post a hassle. I understood the necessity but opted to forgo the pleasure. I'd like to return if my health improves some and I can stand the drive. Thanks for your interest.

-J.M. Welsh

installationId	55	United States Military Academy (West Point)
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Patron Group	Retired
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

Understanding the limited resources, I think the MWR is doing an excellent job meeting the unique needs of each installation.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

wal-mart

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Army Echo

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Overall, I think West Point has and will always be an outstanding leader in the welfare of its soldiers,families and military retirees. Great job by great people.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Local Newspaper

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId 55 United States Military Academy (West Point)

Patron Group Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer Local Pro Shop at the Local Bowling Alley

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I don't know if I was any help to you on this survey but I am retired and disabled so I don't participate much in activites like I used to, thank you for your understanding. The MWR has done a wonderful job on any Post that I have been on in the U.S.A. or overseas. Keep up the good work.

installationId 55 United States Military Academy (West Point)

Patron Group Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns Far travel to gym since Stewart closed. Used that almost daily.

Overall Comment

The one thing I really miss is the former gym facility that was at the Stewart Post in Newburgh. Since I reside in Fishkill, I used that gym 4 or 5 days a week, and frequently more often than that. Now I have a 22 mile one way trip to use the gym at West Point. Even if I wanted to travel those 44 miles a day 4 or 5 days a week, the spiralling costs of fuel preclude me doing so. The only option I have is a commercial facility and frankly, I can not afford that. The end result is that now, when I need the gym the most, I don't have it.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

More Food facilities needed. More military discounted prices for Cruise ship trips.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

mwr services are excellent as far as i can determine

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I have been turned down to play indoor tennis, and yet am able to play golf.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

While I do not participate in MWR events at USMA on a regular basis, I am aware of their benefit from friends who are stationed or employed there. Should I elect to telephone USMA to ascertain information, I have been cut off, put on hold, or get a recording directing me to another number - It is a toll call I prefer not to make.

My other concern is the casual attitude of some of the Family Support team. I have more confidence in the Family Support Program offered by the 105th Air Wing, NYANG at Stewart ANG Base - programs are various, well attended and the personnel are dynamic.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Retired and in new career, rarely use post activites any more, although I am somewhat aware of what is available.

Overall Comment

I have been retired for 5+ years and live 20 minutes from post. However, I'm fully employed off post, and do not use any post activities on a regular basis. I am, however, aware of many activities on post.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

National Troop

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

costs to soldiers

Overall Comment

1. The Army lodging is terrible and expensive compared to USAF.
2. The ever increasing prices and lack of a great differential to civilians who can use the facilities indicates that the Army does not value soldiers.
3. MWR must give more services to children of soldiers. The lack of services and day care for soldiers indicates a decreasing view that MWR is for the assistance of soldiers.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Double the price you charge the public to use the golf course and halve the price you charge authorized patrons.

installationId

55

United States Military Academy (West Point)

Patron Group

Retired

Hear About MWR

army echoes

Music

programs as was in Kingston civic center

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

with my situation at home, (mother-in-law in wheelchair) i am unable to participate in anything at west point,. i do like to fish but have not wet a line in four years.

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

no swimming pool

Overall Comment

Please do not count the local ponds as adequate swimming facilities. WE would really love to see a swimming pool that is clean and does not have leeches.

The second most important point I want to make is that we would appreciate and use childcare facilities at the fitness center.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We would LOVE it if a simple indoor playground could be constructed -- just someplace for the kids to climb around during the winter or during bad weather, with places for the parents to sit. Ideally, there would be separate areas for bigger kids (3-5), new walkers (1-3) and infants (non-walkers).

A CLEAN pool for the community, whether inside or out, would be TREMENDOUS, especially since so many people stay at the Five Star Inn for amonth or so in the summer waiting for (or outprocessing from) housing. Delafield Pond is really not sanitary; pregnant women are advised by their doctor not to swim in it. Eeew!

Thanks for all your time & effort to make our lives better!

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think the club system on post is terrible. The food is awful and overpriced and there isn't a large variety.

There should be more to do on post for the teens, such as more activities to participate in, clubs, summer camps. They are very bored especially in the summer.

A nice outdoor pool would be very nice on West Point for those who do not like to swim in pond water!!

A nice walking/bike trail would also be nice to have on West Point.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see the youth services offer more classes for little ones. The only sport activity my kids can participate in is soccer.

It would be nice to have a family pool! Delafield pond is not suitable.

This is the first post that did not offer a car wash!!! You have to go over the mountain to find a do it yourself car wash.

I have worked at a number of MWR facilities. I know how important customer service is and West Point is lacking. Please make sure to review good customer service skills with all employees. It never hurts to go beyond and above.

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Non-User-Friendly Employees

Overall Comment

USMA, although a gorgeous post, is lacking compared to other installations. We are in dire need of:

Restaurants(the surrounding community is limited)with reasonable hours of operation

A video store with reasonable turn in hours

An outdoor pool open to the WP Community; dependents and military personnel only with guest(s)

A fitness facility with reasonable hours and with more classes being offered - not closed at 8pm or on Sundays

Co-ed adult sports leagues

skate/rollerblade paths

Larger library that welcomes you to just come in and read; enjoy your alone time

I am thrilled that Subway is now on post.

If you're into theatre this place is great

The concerts during the summer are great as well.

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns Did not have a need to use ACS, but saw there were a good number of programs available.

Overall Comment

I became a stay at home dad during my wife's tour at USMA. I would like to see MWR try to sponsor/start some evening sports leagues similar to what the active duty members participate in throughout the year. My sport of choice is racquetball, so as you can guess 3 years at USMA while they were renovating the gym with no racquetball courts available really stunk. They should left one court available for use during the renovations.

Other than that the facilities for children around post (playgrounds, fields, etc) are convenient to the housing areas and the kids enjoy them. The post has plenty of different things to do and even though I did not participate in a lot of them I enjoyed our time there.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Better information dissemination about already in place activities. We (employees on base) have full access to e-mail. I suggest that once a week/month a flyer be sent to all users. I work at Keller and re no longer have access to the WP Bulliten Boards so I do nto know what is for sale or activitive that you are offering. I have to loof on your web site which I often forget to do.

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

celtic

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

do not purchase bowling equipment

Bowl Least Prefer

don't purchase bowling equipment

Child Care Prog

ACS Concerns

Overall Comment

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I have to say, my one "BIG" gripe about MWR facilities is the gym at the old PX. This gym is such a disappointment. The machines are old and crappy. In this day and age, when obesity is on the rise, this should be a state of the art center!!

IMPROVEMENTS NEEDED at Fitness Center:

#1 HOURS OF OPERATION- Closed on Sunday??? Give me a break!! Closed at 8pm during the week and 1pm on Saturdays??? Come on. How about open 5:30-10:00pm M-S, and 8-6 on Sunday?

#2 Have TV's programs to radio stations so that we can tune in using personal walkmen radios.

#3 Have a "family area" where parents can work out while watching their children play.

#4 Towels- Provide them!

#5 Expand!

Some of the BEST MWR facilities I have ever seen were at our last duty station...Hanscom AFB, Massachusetts. Why is it that a base, smaller then half this post, has state of the art facilities? Is it because the Air Force puts MWR facilities at a much higher priority then the army?

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

MWR is vital. It helps Soldiers and families strike a balance between work and play. You can never overstate the impact MWR (especially family support programs like ACS as well as recreational programs) has on retention and readiness. Without MWR you would see a marked decrease in the quality of life on West Point. I beleieve that can be said for any military installation.

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I have not used the library in the past 12 months, because the selection is horrible. Additionally, the library needs to be weeded and cleaned. I use the off-post library for my recreational and educational needs. I would love to see an improvement in Library Services.

Although, West Point does not have an outdoor swimming pool, it would be nice for spouses to be able to swim in Arvin Gym.

Movie Theater - Mahan Hall just started operations this year. I would like to be able to bring food/drink to the movies. Great prices - poor customer services. Who ever heard of attending a film without popcorn or candy? HAHA.

MWR Gym - I would like to see more treadmills. During the long winter months, the treadmills are constantly full. I would also like to see the walls painted a different color - more mirrors. Lower the lightning. And have upbeat music playing.

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

husband

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR flyers at the gym

Music

Golf Most Prefer local golf store

Golf Least Prefer

Bowl Most Prefer local person we know and trust

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see Sunday hours added to the MWR fitness center.

I would like to see hourly care at the CDC extended to 1800.

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We rent equiptment

we rent equiptment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would really like to see an outdoor pool built as well as allowing children to use the indoor pool. Right now, children must join the swim team on post in order to be able to swim. The ponds on West Point are okay, but they are not always safe (i.e. bacteria, leeches). The outdoor pool would be safer, especially for those children who have ear problems. The indoor pool would give the kids something to do during the LONG winter months. Right now, there aren't a lot of options.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

--West Point is suffering due to the lack of facilities at this installation.
 --There should be more programs for young children--under 2 years old.
 --There needs to be an adequate outdoor pool,or water park at West Point. Delafield is disgusting and overpriced and most of us refuse to allow our children to swim there. Round Pond is the same.
 --The playgrounds at West Point are suffering and most are inadequate.
 --The lack of places to eat on post is terrible. Every other army installation has choices for eating on post. Why West Point does not is a complete mystery to us who live here!

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The West Point Club special events is awful. The food is lacking and the managers don't seem to know what they are doing. Like having a champagne brunch for Easter adn then having to pay for the champagne. The easter egg hunt was inside and my children got trampled because it was not organized and in a small room. The catering dept is hard to work with. It's like they don't want to be bothered. They were not ready for all of the kids but they had the reservations so they knew how many children were to be expected. We need a swimming pool not a infested pond to swim. My children got sick every time we went to delafield pond so we stopped going. There are no activities for younger chilred ages 2-3.Youth teams start at 4yrs. There needs to be a place for the kids to run in the winter time.Open gym for the children would be nice. There needs to summer activities as well.

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

Opera

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Overall, I find the MWR services at West Point to be less than satisfactory. MWR personnel tend to be bureaucratic careerists--civilians or old crusty retirees who forget who their customers are. I would like to see MWR at West Point be concerned with the active duty military families who are supposed to be their primary customers. MWR policies often are inconvenient to families but convenient for the MWR employees and managers. It seems to me that most of their programs are grossly underutilized. Yet the MWR staff find a million reasons to excuse this, rather than look in the mirror and see the problem. MWR employees at West Point care about their careers as their number 1 priority. MWR claims to be customer oriented and puts out a lot of slick brochures. But the active duty military families know different. And the proof is in the underutilization of virtually all of the MWR programs and facilities at West Point. It is shameful how much money goes to such underutilized programs. It is beyond frustrating to try to use MWR facilities and constantly run into their ridiculous policies and procedures. Is it any wonder that so many active family members (for whom these programs and facilities are meant to serve) give up in frustration and mostly ignore MWR?

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

neighborhood mayor

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We need a car wash, post theater, indoor and outdoor pools, more parking and a larger selection of fast food restaurants here on post.

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Discount Store or Sporting Goods Store

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

WE really need an outdoor pool! Otherwise, the facilities here are excellent.

installationId	55	United States Military Academy (West Point)
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	Wal-mart
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer Use at alley, have my own clubs

Bowl Least Prefer Use at alley, have my own clubs

Child Care Prog

ACS Concerns Not needed

Overall Comment

West Point is a great community. The MWR program is very good.

My first suggestion would be to get some sort of cover over the roller hockey rink at Stoney 2. Currently, the skating surface becomes DANGEROUS with the slightest drop of water. I really believe this is a safety issue and should be addressed IMMEDIATELY before MORE people get hurt (I have been hurt trying to skate up there).

I would like to see more of the outdoor facilities upgraded. Lake Fredrick is excellent, but in very poor repair. Not sure what the guy who runs the place does other than complain about his lack of support he receives. I do see him and his family out fishing alot. Beach is never raked, the roll log play item was broke all last year (Our family favorite). A frames are great, just never cleaned except by the departing families. A good scrubbing would help with the bugs. Most of the paddle boats are trashed. Row boat oars were broken. I am also hearing the water in Lake Fredrick may be quarentined from swimmers, that seems odd to me.

Bull Pond needs a facelift. The "bunk house" should be rebuilt. Considering the cost to rent and the difficulty to rent. I should think that plac should be perfect and bigger.

Round pond is very good but kind of tight. I think it should not have anything else added to it, use Lake Fredrick.

Our whole family loved Victor Constant this last season. You should add lockers (I know space is tight).

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think that West Point should have Bingo at least once a month. Even more activities for families without children would be great. Also, the Post Library is very small. Considering the Cadet library here is huge. I feel that we're neglected with our selections.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think our MWR does it best with what budget it has. Of course I would love to see a pool on WP for the children. Second I would love a movie theater, but honestly I don't know if people would use it as much to make it cost effective. I do think the movies on post need to be better advertised especially to the cadets. Over all I am very pleased with the MWR on WP.

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I have just a few suggestions involving recreation at West Point.

Issue #1 -- The first and most important in my opinion is a lack of activities for young children (toddlers). The only activity available to my two toddlers is kindergym. It is a once-a-week half-hour program. This is absolutely too little activity for small children with no other outlet for their energy over the long winter months at west point. The majority of families with small children live in homes that are small and crowded.. the winters are bitter and outdoor play is not an option. There are no gyms or even fast-food indoor playgrounds in the area. I am not even suggesting an organized program.. just a facility.. such as the child-friendly gym at the youth service center where moms can bring their kids for some fun and exercise. Right now moms take kids to Gillis Field house which is only open 2 hours a say and is actually dangerous.. with adults practicing various sports and heavy equipment against all the walls. Yikes! I would be willing to pay for the use of a gym.. or pay more for an expanded kindergym program.

Issue #2 --- Better playgrounds. The best playground on post is in the lee housing area where the majority of children are above playground using age.. It doesn't make sense. I would like to see more playground equipment in Stoney Housinve worked.

Issue #3 -- There is no where to swim.. the ponds are unsafe and not pleasant. My doctor actually recommended I avoid Delafield Pond because of bacteria.. and there isn't a nice community pool off post either. And I understand the indoor pool isn't open to children.

Issue#4 -- We need some childcare at the gym. I have been here for three years and just found someone to watch my kids so I could go to the gym. I would have used it all along if there was childcare available.. and I am willing to pay for it too. The CDC is a terrible option.. it is hard to get in at the times you need and it is miles away from the gym. Also, why is the gym closed on Sundays?? For those of us with kids.. sometimes weekends are the only times we can get away to exercise.

Issue #5 -- The Food at the West Point Club is terrible. I have tried it numerous times, with various menus and it is just completely inadequate. This is a shame.. members of the military deserve better. The food taste like bad school food.. the hospital on post has better food than the club. I now only go to the club on family night so my kids can see Macaroni the Clown. And "Macaroni" is the only thing appetizing about the experience. I can honestly say I would dine at the club 3-6 times a week if the food was improved.

Issue #6 With parking as bad as it is... why can't the shuttle bus be more useful. The buses don't go through housing areas.. so you have to drive to the PX or Gym to catch the bus. And the ride from the PX takes 40 minutes.. with a layover at the hospital. Why not fix this praking problem with a simple solution.. public transportation should make life more convenient.. not more difficult. The shuttle system could be greatly improved and make a world of difference to officers and their families. If officers had reliable tranportation to work.. families could survive with fewer cars -- which makes for clearer streets.

Thanks for listening. I appreciate your asking fo rmy opinion.

installationId	55	United States Military Academy (West Point)
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	I have never bought my own equipment. I rent equipment.
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Please fix the audio system at the Fitness Center. None of the microphones work properly and the teachers have a very difficult problem teaching. Vocal cord injury is the most common injury that fitness instructors experience and it is usually due to faulty equipment. I am a physician and a certified instructor but I refuse to teach at the MWR center until this problem is fixed. It's a dumb problem to have and easily correctable with very little money.

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see more youth sports activities for older ages that don't require travel such as softball, baseball.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

This post is in dire need of a heated indoor swimming pool for soldiers and there families. Also a self service car wash is also needed to remove the build up of salt and other chemicals during the winter months.

My only other comment is in reference to the male in charge of the Fitness Center. He is lacking in people skills, he does not appear to be customer friendly and shows very little respect for his staff and for that matter the patrons in the Fitness Center.

installationId	55	United States Military Academy (West Point)
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I feel that MWR is doing the best job they can with the facilities they are provided. The youths (dependents) are in need of activities on post so that they do not have to travel to the other side of the mountain for entertainment. I could not believe the children had to swim in a pond with leeches and frog on a military installation. West Point is very focused on the cadets which is understandable but there are military families who deserve the same benefits as well.

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog Nanny = Trained in-home care

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see water aerobics and pool access for families and not just cadets.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

The renovation of Arvin cannot conclude quickly enough. Prior to arrival at West Point I was an avid racquetball player. The courts were torn down prior to my arrival and will be back in operation after I have already left. Every post has racquetball and for West Point not to have them has been unfortunate. I think they should have constructed them for use by cadets, at least. It is a good lifetime sport.

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think with the growing number of obese people that the mwr facility should be revamped and cleaned up and have more equipement such as cardio machines and more free weights. I am a personal training hoping to be able to have a contract with the facility soon. I think more and more people are loving the fitness world, but wished that the MWR fitness had more and better equipment. A lot of stay at home moms would like to come to the gym, but can not because they are always so booked at the child care facility and can not get there kids in. I think if there was a way to include childcare to get this home moms out for a good workout, there would be more moms participating in a lot of things also less depression because they can get out and exercise.

I also think there should be a pool for the families that live here. Winter and summer time with kids at a pool area would be great.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see an outdoor pool as eveyone on West Point would like. The pond is sick!!! Come on it's West Point..

I would also like to see West Point hire a person (police) to control folks that use and ABUSE our areas. Such as Round Pond. The ponds and beaches. Control folks that do not have a Military I.D that come up from the city or local area's and fish and boat's in our lakes. This is SAD!! The military should have this and NOT TO SHARE! No locals distroying the lakes with boats that are too big to put on the water. Control this. It is killing the fish, messing up the water and not fair to REAL fisherman trying to relax. Tell that person or OFFICER to go to the hudson. Fine them!

Also~ Fire and rehire TRUE civilians to run round pond, lake frederick. You have the caretakers inviting there whole family and friends. People like that need to be FIRED!!

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

renting equipment at the alley

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Due to the location of our home in Syracuse, we are limited in our involvement of MWR activities. We are over 80 miles away from Post and are unable to take advantage of these events. In addition, we do not have access to the commissary and other On-Post amenities due to our location. It would be beneficial to have events and family related activities in the Syracuse area for the Army families located here.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I do not live on post and i dont think i will be living on post at all while my spouse is in the army.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see an outdoor pool, however, I feel that it is just as important to have access to an indoor pool! At the very least, there should be family swim times. Our children have no where to practice swimming or just have fun. Delefield pond is only open during the summer and many children are afraid to get into the pond! There is no where for children to practice their swimming skills during the rest of the year unless they join the swim team.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

It's not the activities that are the issue; it's the people. I get the "You're bothering me and wasting my time" feel when we participate in activities. Perhaps it's NY, perhaps it's military, but I think the "M"--Morale--has gone down the tubes these past years.

Also, how about more for young children and stay-at-home moms? Story reading activities, sports, and others all seem to start at age 3 or 5. Those of us with young children need things to do for them in these cold winters and small houses.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I absolutely LOVE West Point. Our MWR works hard and our family enjoys MANY of their services. We were at Victor Constant ski slope EVERYDAY it was open. It was a THRILL for all 4 our our children to learn to ski there!!!!!! We will miss it so much! We need an outdoor pool at West Point....or at least something more friendly to families.....even if it was indoor. Such as a wading pool connected to a larger swimming pool. Families LOVE to hang out in the summer and soak up the sun before the snow starts in November.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I'd like to see extended hours at the family fitness center on Saturdays, perhaps even opening on Sunday. Make it easier for those of us who are not cadets to stay in good physical shape.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

It would be GREAT if there was an indoor play area for children ages 1-4 to go during the winter. We often drive 30 miles just to go to an indoor playground at McDonalds. We also use Gillis Field House, but it is not very kid friendly.

Also, the food in the Club could be better, I might eat there more often then.

installationId

55

United States Military Academy (West Point)

Patron Group

Spouse

Hear About MWR

news letter

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

we don't have a post where we are

Overall Comment

To whom it may concern,

Mrs.Clark

We do not live close to a military post,

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

My husband was deployed for nearly a year, and since I live 45 minutes from post (due to my job being 90 minutes from post), I felt left out. A lot of the activities were held during hours when I was working. I rarely went on post because of the distance and my work schedule. I wish more events would have been held off post. I did not have the opportunity to meet a lot of wives because I was always working. It seems that a lot of the wives I met had children and did not have jobs. I did not have a lot in common with them. Maybe a group such as a "working wives similar interests group" would be beneficial to people like myself? The deployment was very difficult for us- my husband and I both would have benefited from a 2-week vacation halfway through the deployment, but his unit did not get one. However, we did make use of the one-time video conferencing held on post. It was great to see him even though he was thousands of miles away.

Thanks.

installationId 55 United States Military Academy (West Point)

Patron Group Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer I rent bowling equipment

Bowl Least Prefer I rent bowling equipment

Child Care Prog

ACS Concerns

Overall Comment

West Point needs a car wash on post and a POOL of any kind (indoor or outdoor) that families can use. Delafield Pond is not a substitute because it is very dirty and I would never allow my child to play there.